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QUESTION 1

Your online shopping application serves international customers. You need to define a Data Page that holds currency exchange rates. All users accessing the application need to use the information. The Scope of this Data Page should be set to _____.

- A. Thread
- B. Application
- C. Node
- D. Requestor

Correct Answer: C

QUESTION 2

In a hotel reservation application, a form displays a list of hotels with available rooms based on the check-in and check-out dates entered by users. How do you configure the form to refresh the hotel list whenever the check-in or check-out date changes?

- A. Display the hotel in an embedded section with a visible when condition.
- B. Configure edit validates on the date fields to refresh the section when the date values change.
- C. Configure action sets on the date fields to refresh the section when the date values change.
- D. Configure an action set on the hotel list display to refresh the section when the hotel list changes.

Correct Answer: A

QUESTION 3

Which two requirements demonstrate the need to configure correspondence? (Choose Two)

- A. Fax a new insurance claim to the auto repair shop.
- B. Text the customer with status changes in an insurance claim.
- C. Assign a new insurance claim to a case worker to process.
- D. Phone a customer for additional information about the case.

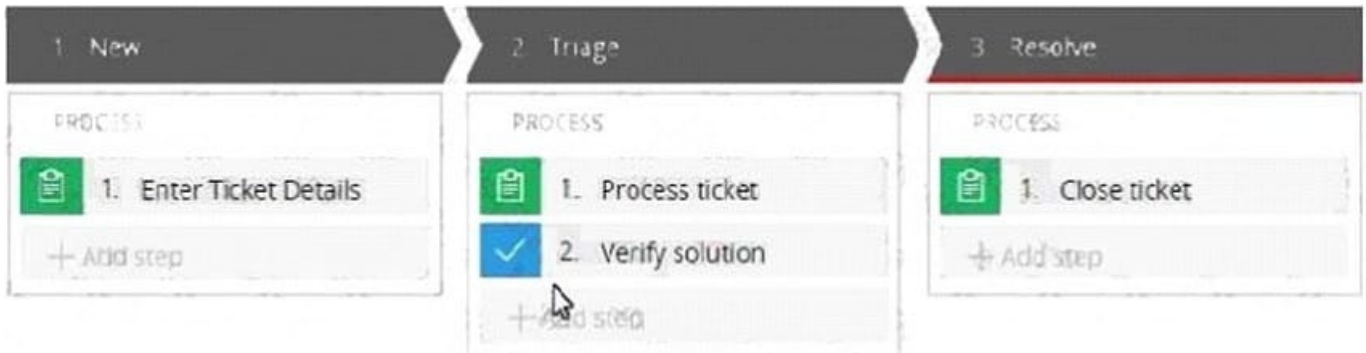
Correct Answer: AB

QUESTION 4

A help desk ticket case type is defined as follows:



If the Process ticket step is configured to set the status to Pending-Triage, when is the status of the case set to Pending-Triage?



- A. When the Triage stage completes
- B. When the Process ticket step completes
- C. When the Process ticket step starts
- D. When Verify solution step starts

Correct Answer: C

QUESTION 5

Which requirement is satisfied by configuring a service level agreement?

- A. Requests from customers with elite status go to a dedicated work group.
- B. A transaction review is completed within 24 hours.
- C. Users are notified when they receive an assignment.
- D. Transaction dispute cases are considered more urgent than address change cases.

Correct Answer: B

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